



Practice Support & Improvement Officer

Location: Orange

Full time maximum term contract until 30 June 2021

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The WNSW PHN is one of 31 Primary Health Networks across Australia established by the Australian Government to support frontline health services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time. To achieve this, we work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community.

The Role

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing to join our Primary Health Care & Integration team as Practice Support & Improvement Officer.

The Practice Support & Improvement Team works collaboratively with primary health care professionals and general practices within the Western NSW Primary Health Network (WNSW PHN) region to:

- Support a sustainable and highly skilled primary care workforce that is well supported and professionally engaged;
- Identify needs and support the delivery of appropriate initiatives, which improve efficiency, effectiveness and sustainability of primary healthcare.
- Provide education, support and advice to primary health care providers and consumers to increase digital health awareness and usage.
- Supports General Practice (GP) and Primary Care service providers and systems improvements within the WNSW PHN region.

This role works closely with other teams in the WNSW PHN to support GPs, general practice teams and broader Primary Health Care services to improve and better coordinate care through:

- 1 More efficient and innovative models of funding and/or co-commissioning which develop cost-effective frontline services, medical training, and regionally consistent and professionally recognised standards of clinical care, and;
- 2 Supported access to regional/local information systems and various other enablers such as clinical pathways, and emerging shared care and clinical information tools and processes.

Practice Support and Improvement Officers will implement tiered practice visit and support model based on best practice customer relations management principles. Engagement with practice GPs and clinical teams will be supported by an individual practice support plan developed in conjunction with the practice and informed by key local, regional and national priorities. Practice Support & Improvement Officers will also be expected to take on a specialist role in relation to a number of the core activities. The PSIO will develop advanced skills and expertise in these nominated areas and they will act as a specialist resource consultant for the Practice Support & Improvement team and providers in the assigned areas. The PSIO will be responsible for providing training and mentoring to other team members on the specific area of expertise and focus.

Externally, Practice Support and Improvement Officers work closely with a broad range of primary health care professionals, general practice and Aboriginal Health Services (Aboriginal Community Controlled Health Organisations & Aboriginal Medical Services).

Internally, Practice Support and Improvement Officers work closely with other members of the Primary Healthcare and Integration Team and the Commissioned Services and Strategic Projects team to build stronger integration between general practice and commissioned services, as well as with members of the Strategy, Engagement and Performance team in relation to engagement and performance data, and with the Corporate Services team as required.

WNSW PHN has a strong focus and commitment to addressing Aboriginal health inequality across the region and your commitment to the values of improving Aboriginal outcomes is highly valued.

The position will be located in our Orange office.

Benefits to working with WHAL

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Professional development allowance and leave
- Family friendly and flexible working arrangements
- Supportive team environment
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- 6 weeks paid parental leave
- Opportunities to be innovative
- Free Employment Assistance Program

How to apply

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are strongly encouraged to apply.

Applications should be submitted via email (by the closing date and time) to: hr@wnswphn.org.au

For enquiries regarding this role, please contact Fallon Gray (Manager Practice Support & Improvement) on 0419 031 838.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applications close 11.59pm 22 February 2021.